

PART 1.

BOARD NAME

BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM

BACKGROUND AND DESCRIPTION OF THE BOARD AND PROFESSION

INCLUDE THE FOLLOWING:

- Short Explanation of the History and Function of the Board.
- Current Composition of the Board (Public vs. Professional) and listing of Board Members, who appointed by, when appointed, when terms expire, and whether vacancies exist and for how long.
- Describe the Committees of the Board and their functions. Provide organization chart.
- Who the Board Licenses, Titles, Regulates, etc. (Practice Acts vs. Title Acts)
- Any major changes to the Board since the last review. (Internal changes, strategic planning, regulatory changes or recent legislation, etc.)
- Any major studies conducted by the Board. [Please provide copy of any documents or reports produced by or under the direction of the Board.]
- Licensing Data [Table below]. What information does the Board provide regarding the licensee (i.e., education completed, awards, certificates, certification, specialty areas, etc.)?

There are approximately _____ licensed [profession] of the Board (Committee) for FY 2005/06.
The following provides licensing data for the past four years:

LICENSING DATA FOR [PROFESSION]	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Total Licensed California Out-of-State	Total:	Total:	Total:	Total:
Applications Received	Total:	Total:	Total:	Total:
Applications Denied	Total:	Total:	Total:	Total:
Licenses Issued	Total:	Total:	Total:	Total:
Renewals Issued	Total:	Total:	Total:	Total:
Statement of Issues Filed	Total:	Total:	Total:	Total:
Statement of Issues Withdrawn	Total:	Total:	Total:	Total:
Licenses Denied	Total:	Total:	Total:	Total:

OTHER LICENSURE CATEGORIES (If Applicable)	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Total Licensees (By Type) [Profession] [Profession]	Total:	Total:	Total:	Total:
Licenses Issued (By Type) [Profession] [Profession]	Total:	Total:	Total:	Total:
Renewals Issued (By Type) [Profession] [Profession]	Total:	Total:	Total:	Total:
*(Notes)				

BUDGET AND STAFF

Current Fee Schedule and Range

- Discuss which fees are main source of revenues, when renewal is required, date of last fee(s) adjustment, and if any plans to increase fees and for what reasons. List all fees.

Fee Schedule	Current Fee	Statutory Limit
Application Fee		
Exam Fee		
Admin. Fee		
Original License Fee		
Renewal Fee (Etc.)		

Revenue and Expenditure History

- Provide brief overview of revenues and expenditures.
Comparison of Revenues and Expenditures: [See Table Below]

REVENUES	ACTUAL				PROJECTED	
	FY 02-03	FY 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Licensing Fees						
Fines & Penalties						
Other						
Interest						
TOTALS						

EXPENDITURES	FY 02-03	FY 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Personnel Services						
Operating Expenses						
(-) Reimbursements						
(-) Distributed Costs						
TOTALS						

Expenditures by Program Component

- Discuss the amounts and percentages of expenditures made by program components.
[See Table Below]

EXPENDITURES BY PROGRAM COMPONENT	FY 02-03	FY 03-04	FY 04-05	FY 05-06	Average % Spent by Program
Enforcement					
Examination					
Licensing					
Administrative					
Diversion (if applicable)					
TOTALS					

Fund Condition

- Discuss reserve level, spending trends, and if a mandated statutory reserve level exists. Also whether deficit may occur and whether fee increase or reductions is appropriate.
- Comparison of Revenues, Expenditures, and Reserves: [See Table Below]

ANALYSIS OF FUND CONDITION	FY 03-04	FY 04-05	FY 05-06 (Budget Yr)	FY 06-07 (Projected)	FY 07-08 (Projected)	FY 08-09 (Projected)
Total Reserves, July 1						
Total Rev. & Transfers						
Total Resources						
Total Expenditures						
Unreimbursed Loans to General Fund						
Accrued Interest Loans to General Fund						
Reserve, June 30						
MONTHS IN RESERVE						

LICENSURE REQUIREMENTS

Education, Experience and Examination Requirements

- Discuss education, experience and examination requirements for all licensure categories which the board regulates.
- What does the Board do to verify information provided by the applicant regarding education and experience? What process is used to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

- Discuss passage rates for all examinations, whether there is legitimate justification for all exams, whether exams have had an occupational analysis performed and been validated and when, and the date of the next scheduled occupational analysis for each exam.
- Comparison of exam passage rates for all candidates for both a national exam (if applicable) and/or a California state exam(s) if provided: [See Tables Below]

[NAME OF NATIONAL TEST IF GIVEN]				
YEARS	NATION-WIDE		CALIFORNIA ONLY	
	TOTAL CANDIDATES	PASSAGE RATE	TOTAL CANDIDATES	PASSAGE RATE
2002/03				
2003/04				
2004/05				
2005/06				
*NOTES				

[NAME OF CALIFORNIA EXAMINATION IF GIVEN]				
	2002/03	2003/04	2004/05	2005/06
CANDIDATES				
PASS %				
NOTE:				

- Discuss any increase or decrease in average time to process applications, provide exam and issue license. [See Table Below]

AVERAGE DAYS TO RECEIVE LICENSE	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Application to Examination				
Examination to Issuance				
Total Average Days				

Continuing Education/Competency Requirements

- Discuss briefly: changes made by the Board since last review to assure competency. How does the Board verify CE or other competency requirements?

Comity/Reciprocity With Other States

- Discuss briefly: temporary licensing process, or any other methods used to facilitate licensing of those from other states or foreign countries. Any anticipated changes or changes made since last review?

ENFORCEMENT ACTIVITY

ENFORCEMENT DATA	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Inquiries	Total:	Total:	Total:	Total:
Complaints Received (Source) Public Licensee/Professional Groups Governmental Agencies Other	Total:	Total:	Total:	Total:
Complaints Filed (By Type) Competence/Negligence Unprofessional Conduct Fraud Health & Safety Unlicensed Activity Personal Conduct	Total:	Total:	Total:	Total:
Complaints Closed	Total:	Total:	Total:	Total:
Investigations Commenced	Total:	Total:	Total:	Total:
Compliance Actions ISOs & TROs Issued Citations and Fines Public Letter of Reprimand Cease & Desist/Warning Referred for Diversion Compel Examination	Total:	Total:	Total:	Total:
Referred for Criminal Action	Total:	Total:	Total:	Total:
Referred to AG's Office Accusations Filed Accusations Withdrawn Accusations Dismissed	Total:	Total:	Total:	Total:
Stipulated Settlements	Total:	Total:	Total:	Total:
Disciplinary Actions Revocation Voluntary Surrender Suspension Only Probation with Suspension Probation Probationary License Issued	Total:	Total:	Total:	Total:
Probation Violations Suspension or Probation Revocation or Surrender	Total:	Total:	Total:	Total:
*NOTES				

Enforcement Program Overview

- **Discuss statistics in enforcement data. What is the source of most of the complaints? Are there some unique reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report any judgments taken against the licensee. Any current problems with board's receiving relevant complaint information or obtaining information for investigation purposes? What are the largest number and type of complaints filed (incompetence, unprofessional conduct, etc.)? Explain which type of cases are being stipulated for settlement. Any significant changes since last review (increases or decreases)?**
- **Discuss what percentage of complaints are referred for investigation, then to accusation, and end up having some disciplinary action taken. What overall statistics show as to increases or decreases in disciplinary action since last review. [See Table Below]**

NUMBER AND PERCENTAGE OF COMPLAINTS DISMISSED, REFERRED FOR INVESTIGATION, TO ACCUSATION AND FOR DISCIPLINARY ACTION				
	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
COMPLAINTS RECEIVED				
Complaints Closed				
Referred for Investigation				
Accusation Filed				
Disciplinary Action				

Case Aging Data

- **Discuss time frames for processing complaints, investigation of cases, from completed investigation to formal charges being filed, and from filing of the accusation to final disposition of the case. Discuss if any changes from last review. [See Table Below]**

AVERAGE DAYS TO PROCESS COMPLAINTS, INVESTIGATE AND PROSECUTE CASES				
	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Complaint Processing				
Investigations				
Pre-Accusation*				
Post-Accusation**				
TOTAL AVERAGE DAYS***				
*From completed investigation to formal charges being filed.				
**From formal charges filed to conclusion of disciplinary case.				
***From date complaint received to date of final disposition of disciplinary case.				

- **Discuss time frames for closing of investigations and AG cases over past four years, and average percentage of cases taking over 2 to 4+ years, and any decreases or increases in the percentage of cases being closed each year. Discuss any changes from last review. [See Table On Next Page]**

INVESTIGATIONS CLOSED WITHIN:	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06	AVERAGE % CASES CLOSED
90 Days					
180 Days					
1 Year					
2 Years					
3 Years					
Over 3 Years					
Total Cases Closed					
AG CASES CLOSED WITHIN:	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06	AVERAGE % CASES CLOSED
1 Year					
2 Years					
3 Years					
4 Years					
Over 4 Years					
Total Cases Closed					
Disciplinary Cases Pending					

Cite and Fine Program

- Discuss the extent to which the board has used cite and fine authority. Discuss any changes from last review and last time regulations were updated. [See Table Below]

CITATIONS AND FINES	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Total Citations				
Total Citations With Fines				
Amount Assessed				
Reduced, Withdrawn, Dismissed				
Amount Collected				

Diversion Program (If Applicable)

- Discuss the board's diversion program, the extent to which it is used, the outcomes of those who participate, the overall costs of the program compared with its successes. [See Table Below]

DIVERSION PROGRAM STATISTICS	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Total Program Costs				
Total Participants				
Successful Completions				
Unsuccessful Completions				

Results of Complainant Satisfaction Survey

- Discuss the results of the Survey. [See Table Below]

CONSUMER SATISFACTION SURVEY RESULTS*				
QUESTIONS	Percent Satisfied by Calendar Year			
# Surveys Mailed: # Surveys Returned:	2002	2003	2004	2005
1. Were you satisfied with knowing where to file a complaint and whom to contact?				
2. When you initially contacted the Board, were you satisfied with the way you were treated and how your complaint was handled?				
3. Were you satisfied with the information and advice you received on the handling of your complaint and any further action the Board would take?				
4. Were you satisfied with the way the Board kept you informed about the status of your complaint?				
5. Were you satisfied with the time it took to process your complaint and to investigate, settle, or prosecute your case?				
6. Were you satisfied with the final outcome of your case?				
7. Were you satisfied with the overall service provided by the Board?				

*All boards and committees under review this year shall conduct a consumer satisfaction survey to determine the public's views on certain case handling parameters. (The Department of Consumer Affairs currently performs a similar review for all of its bureaus.) A list of seven questions have been provided. Each board or committee shall take a random sampling of closed complaints and disciplinary actions for a four year period. Consumers who filed complaints should be asked to review the questions and respond to a 5-point grading scale (i.e., 5, 4, 3 =satisfied to 1, 2 =dissatisfied). The board or committee shall provide the percent of satisfaction for each of the past four years.

ENFORCEMENT EXPENDITURES AND COST RECOVERY

Average Costs for Disciplinary Cases

- Discuss the average costs incurred by the board for the investigation and prosecution of cases, and which type of cases average more than others. Explain if the board is having any difficulty in budgeting for Prosecution and Hearing costs, and whether cases may have been delayed because of cost overruns. [See Tables on Next Page]

AVERAGE COST PER CASE INVESTIGATED	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Cost of Investigation & Experts				
Number of Cases Closed				
Average Cost Per Case				
AVERAGE COST PER CASE REFERRED TO AG	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Cost of Prosecution & Hearings				
Number of Cases Referred				
Average Cost Per Case				
AVERAGE COST PER DISCIPLINARY CASE				

Cost Recovery Efforts

- **Discuss the board's efforts in obtaining cost recovery. Discuss any changes from the last review. [See Table Below]**

COST RECOVERY DATA	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Total Enforcement Expenditures				
# Potential Cases for Recovery*				
# Cases Recovery Ordered				
Amount of Cost Recovery Ordered				
Amount Collected				
*The "Potential Cases for Recovery" are those cases in which disciplinary action has been taken based on a violation, or violations, of the License Practice Act.				

RESTITUTION PROVIDED TO CONSUMERS

- **Discuss the board's efforts in obtaining restitution for the individual complainant, and whether they have any formal restitution program and the types of restitution that the board attempts to collect, i.e., monetary, services, etc. Discuss any changes from last review. [See Table Below]**

RESTITUTION DATA	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Amount Ordered				
Amount Collected				

COMPLAINT DISCLOSURE POLICY

- Briefly describe the board’s complaint disclosure policy. At what point in the disciplinary process is information made available to the public concerning the licensee and what type of information is made available? Does the board have problems obtaining particular types of information? [See Table Below]

TYPE OF INFORMATION PROVIDED	YES	NO
Complaint Filed		
Citation		
Fine		
Letter of Reprimand		
Pending Investigation		
Investigation Completed		
Arbitration Decision		
Referred to AG: Pre-Accusation		
Referred to AG: Post-Accusation		
Settlement Decision		
Disciplinary Action Taken		
Civil Judgment		
Malpractice Decision		
Criminal Violation: Felony Misdemeanor		

CONSUMER OUTREACH, EDUCATION AND USE OF THE INTERNET

- Discuss what methods are used by the board to provide consumer outreach and education.
- Discuss whether the board offers online information to consumers about the activities of the board, where and how to file complaints, and information about licensees, or believes it is feasible/appropriate to do so.
- Discuss whether the board conducts online business with consumer/licensees, or believes it is feasible/appropriate to do so.
- Discuss whether the board offers online license information and applications (initial and renewal licenses, address changes, etc.), or believes it is feasible/appropriate to do so.
- Discuss whether the board offers online testing/examination services for both initial and renewal licenses, or believes it is feasible/appropriate to do so.
- What streamlining of administrative functions would be necessary if the above services and information was provided via the Internet?
- Please describe if there are other ways use of the Internet by the board could improve services to consumers/licensees.
- Discuss what types of practices are increasingly occurring outside California’s traditional “marketplaces” that fall under the jurisdiction of your board.
- Discuss what type of challenges the board faces with respect to online advice “practice without presence,” privacy, targeted marketing, and other issues.

- **Discuss whether the board has any plans to regulate Internet business practices or believes there is a need to do so.**

BOARD'S RESPONSE TO ISSUES IDENTIFIED AT PRIOR SUNSET REVIEW

Include The Following:

- **Some background information concerning the issue as it pertains to the board.**
- **Short discussion of recommendation if made by the Joint Committee during its last review of the board.**
- **What action the board took pursuant to the recommendation or findings made by the Joint Committee.**
- **Any recommendation(s) the board would have for still dealing with the issue.**
- **(If new issue not previously addressed by Joint Committee) Short discussion of issue, recommendation or action which could be taken by the Board, Joint Committee, Department of Consumer Affairs, or Legislature to deal with the issue.**